GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:289
ANSWERED ON:08.12.2000
CONSUMER COURTS
ARUN KUMAR;RAMCHANDRA BAINDA

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government have compiled latest data on the functioning of consumer courts in the country;

(b) if so, the total number of cases disposed of by these courts in each State during each of the last three years; (

(c) whether percentage of cases decided by the District Forums within the stipulated 90 days has come down from 32 per cent to a dismal of 25 per cent;

(d) if so, the main reasons for such a low performance; and

(e) the steps being taken by the Government to improve the performance of Consumer Courts?

Answer

MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHANTA KUMAR)

(a) to (e): A statement is laid on the Table of the House.

THE STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO. 289 FOR 8.12.2000

(a) to (b): As per the information available the state-wise number of cases disposed off by the State Commission & District Forums, since inception, is given in the Annexure. Separate year-wise data are not maintained.

(c) : Yes, Sir. However, these percentage figures are based on information made available by most of the States but not all.

(d) : The performance of the Consumer Disputes Redressal Forums in the country is affected by various factors such as inadequate infrastructure, frequent adjournments, non filling up of posts of Presidents/Members in the Consumer Forums etc.

(e) : Among of the steps taken by the Central Government for quicker disposal of cases by the Consumer Courts are:

i) To strengthen the infrastructure of the Consumer Courts, Central Government has provided a one-time grant of Rupees sixty one crore and eighty lakhs to the States/UTs during the period 1995-99.

ii) Monitoring the working of the Consumer Courts through the National Commission.

iii) State/UT Governments have been requested to fill up the vacancies of Members/Presidents in various Consumer Forums on priority basis.

iv) Central Government is regularly taking up with State/UT Governments for ensuring the smooth functioning of the Consumer Forums and close monitoring of their performance.

(v) The Consumer Protection Act, 1986 has been amended in 1991 and 1993. Action is being taken of further amend the said Act, to facilitate quicker disposal of cases by the Consumer Forums.

ANNEXURE

Annexure referred to in reply to parts (a) and (b) of the Lok Sabha Starred Question No.289 for 8-12-2000.

STATE COMMISSIONS DISTRICT FORUMS

State/UT Cases disposed of since inception Cases disposed of since inception

A&N Island	16	194
Andhra Pradesh	8575	96947
Arunachal Pradesh	13	160
Assam	639	6285
Bihar	2642	35373
Chandigarh Admn.	2055	11354
D&N Haveli	0	23
Daman & Diu	0	37
Delhi	8701	74323
Goa	1026	3178
Gujarat	4672	45960
Haryana	8414	62457
Himachal Pradesh	3316	15984
Jammu & Kashmir	3051	9967
Karnataka	6760	51496
Kerala	12365	104395
Lakshadweep	8	35
Madhya Pradesh	7036	60804
Maharashtra	10400	84548
Manipur	37	793
Meghalaya	60	198
Mizoram	12	719
Nagaland	4	85
Orissa	4027	33937
Pondicherry	533	1688
Punjab	5010	38762
Rajasthan	6666	126919
Sikkim	16	98
Tamil Nadu	8986	47525
Tripura	182	832
Uttar Pradesh	6266	187532
West Bengal	4065	34053
Total	115553	1136661